

DIVERSITY
SMART
INSPIRATION
EASY

Referential guide for the
**ORGANIZATION
OF EVENTS**
in a pandemic context



European
Convention Center
LUXEMBOURG

We have never felt so close.



INTRODUCTION



As part of the plan to resume and revive the activity of the ECCL, Luxembourg Congrès has drawn up a reference guide taking into account the health measures decided by the government to fight against the Covid-19 pandemic and the recommendations of the sector.

These measures are intended to protect the teams working on the site, the organizers and participants in events and allow activities to be resumed in the best possible conditions.

This guide has been divided into two parts: the first part is about the measures put in place by Luxembourg Congrès to host your events and the second part includes the measures to be respected when organizing your event at the ECCL.

The document is evolving and will be updated according to new guidelines at national level.

THE ECCL IS READY...

SANITARY PROTOCOL & HEALTH MEASURES IN PLACE TO HOST YOUR EVENT



HYGIENE MEASURES

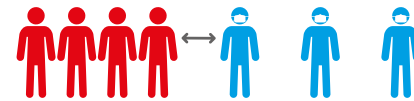


- Designation of a hygiene manager
- Installation of hydroalcoholic gel stations at the various entrances
- Installation of Plexiglas at all reception desks as well as in the cloakrooms with an opening for passing badges or other
- Provision of gel bottles at the entrances all rooms
- Provision of personal protective equipment (PPE) at reception
- Adaptation of the cleaning frequency of contact points, foyers and reception halls, reception desks, Plexiglas, elevators and buttons, doors and handles used, staircase / escalator handrails and sanitary facilities with traceability
- Temperature measurement will be offered as an option to the organiser
- Installation of signs throughout the building indicating barrier gestures as well as the frequency of cleaning in the toilets
- Billposting and audio announcements of the standards to be respected at the various entrances and at the entrances the rooms
- Air conditioning system with air filtering throughout the site
- Mandatory removal of all items remaining after an event
- Increasing frequency of waste disposal
- Proposal to exhibitors of cleaning and disinfection solutions
- Cleaning of the cloakroom and hooks (before and after)
- Cleaning of headphones and microphones after each conference as well as translation system buttons, desks and chairs
- Preference of, when using, single-use cleaning media
- Complete cleaning with disinfectant of all spaces, rooms, etc... only at the end of meetings
- Toilet regulations during events (number of people)
- Increasing the number of waste bins
- Increasing the number of billposting







PHYSICAL DISTANCING & FLOW MANAGEMENT

- Installation of markings for physical distancing and flow management
- Floor markings in front of the cloakroom
- Installation of stickers on the floor in the corridors, foyers and elevators
- Systematic opening of room doors as well as cabin access doors to avoid any "contact"
- Marking of chairs set-up in all rooms



- Removal of most seats in the halls to respect social distancing and set-up
- Installation of guide ropes to manage flows
- Distance between exhibition stands and aisles to ensure a safe flow of participants
- Arrangement of all rooms (2m between each chair) and spaces respecting the necessary distance (Our new capacity chart to follow)

ADAPTATION OF
ROOM CAPACITIES

SPACES	 THEATRE	 CLASSROOM	 HOLLOW SQUARE	 BANQUET
PLENARY 1	150			390
PLENARY 2			46 + 22 tablet chairs	
FOYER 1				480
FOYER TERRACE				320
ROOM A			10	
ROOM B			32	
ROOM C	60			
WORKSHOP 0		15		
BREAKOUT ROOMS (12) LEVEL 0	15 (maximum)			
BREAKOUT ROOMS (18) LEVEL 1	15 (maximum)			
ROOM D & BAR D			28	
ROOM E			37	
CROCODILE BAR				upon request
WORKSHOP +1	15	15		
BANQUET ROOM				110
DELEGATES' ROOM	30			120
MINISTERS' ROOM		32 (provisional)		
RED BAR				90
HEMICYCLE		139		
HEMICYCLE BAR				210



SAFETY STANDARDS

- Provision of screening bins for the use of X-Rays
- Refusal of suitcases and bulky luggage
- Mask and badge wearing check for each participant by our security agents
- Possible use of all entrances to facilitate the entry of participants
- Place de L'Europe - Fort-Thüngen entrance 1 and 2
- Post at the reception by shift of minimum 04 hours during events
- Special device for deliveries / assembly in order to avoid too many round trips (measures control to be observed)



CATERING STANDARDS

- Adaptation of the event catering offer by Sodexo which complies with the requirements as promoted by the Luxembourg label "Safe to serve"
- Mandatory wearing of a mask when the guest is not seated
- Service must be seated
(max 10 pers per table separated by 1.5 meters each)
- Wearing a mask is compulsory for service personnel
- Provision of hydroalcoholic gel
- Cleaning and disinfection of premises assigned to catering and banquets as well as kitchens



NEW TECHNICAL SERVICES

- Room equipment to allow videoconferences and streaming
- Creation of a professional webcasting studio



...ORGANIZE YOUR EVENT

SANITARY PROTOCOL & HEALTH MEASURES TO BE RESPECTED TO ORGANIZE YOUR EVENT



PREPARATION OF THE EVENT

- Risk analysis taking into account the government measures in force
- Appoint a hygiene manager (setting up a hotline)
- Plan a schedule with strict hours for providers and partners intervening during assembly and dismantling
- Proposal for simple stands, faster to assemble and easy to clean
- Warn any exhibitors that there may be no distribution of bags, brochures, gifts, etc. on the stands
- Establish a pre-registration to reduce on-site contact
- Adapt the number of participants to the event to the new capacities of the rooms
- Provide a complete listing of providers and participants with full contact details in order to be able to trace a possible chain of contamination





DURING THE EVENT

- Wearing a mask is compulsory for everyone (additional gloves for service providers during set-up and dismantling)
- Reflection on removing unnecessary contact points
- Streamline, as far as possible, the arrival of participants on site by using several entrances
- Establish a count of participants
- Enforce sanitary measures (see HYGIENE MEASURES)
- Refer to the protocol in place on site in a suspected case
- Verification, in the case of an event with a control room of an external service provider, of the social distancing
- Preparation of an opening document for each event (organizers, service providers on- site)



AFTER THE EVENT

- Provide for the removal of all equipment following the event
- Notify the ECCL team in the event of a known proven case after the event and follow the protocol in place





NOTES

A series of horizontal dotted lines for taking notes, spanning the width of the page below the 'NOTES' header.



RECAPITULATIVE LIST OF ACTIONS TO BE CARRIED OUT

ACTIONS	ECCL	ORGANISER
Designation of a hygiene manager	•	
Installation of hydroalcoholic gel stations at the various entrances	•	
Installation of Plexiglas at all reception desks as well as in the cloakrooms with an opening for passing badges or other	•	
Provision of gel bottles at the entrances all rooms	•	
Provision of personal protective equipment (PPE) at reception	•	
Adaptation of the cleaning frequency of contact points, foyers and reception halls, reception desks, Plexiglas, elevators and buttons, doors and handles used, staircase / escalator handrails and sanitary facilities with traceability	•	
Temperature measurement will be offered as an option to the organizer	•	
Installation of signs throughout the building indicating barrier gestures as well as the frequency of cleaning in the toilets	•	
Billposting and audio announcements of the standards to be respected at the various entrances and at the entrances the rooms	•	
Air conditioning system with air filtering throughout the site	•	
Mandatory removal of all items remaining after an event	•	
Increasing frequency of waste disposal	•	
Proposal to exhibitors of cleaning and disinfection solutions	•	
Cleaning of the cloakroom and hooks (before and after)	•	
Cleaning of headphones and microphones after each conference as well as translation system buttons, desks and chairs	•	
Preference, when using, single-use cleaning media	•	
Complete cleaning with disinfectant only at the end of meetings in all spaces, rooms, etc ...	•	
Toilet regulations during events (number of people)	•	
Increasing the number of waste bins	•	
Increasing the number of billposting	•	
Installation of markings for physical distancing and flow management	•	
Floor markings in front of the cloakroom	•	
Installation of stickers on the floor in the corridors, foyers and elevators	•	
Systematic opening of room doors as well as cabin access doors to avoid any "contact"	•	
Marking of chairs set-up in all rooms	•	
Removal of most seats in the halls to respect social distancing and set-up	•	
Installation of guide ropes to manage flows	•	
Distance between exhibition stands and aisles to ensure a safe flow of participants	•	
Arrangement of all rooms (2 m between each chair) and spaces respecting the necessary distance	•	

Provision of screening bins for the use of X-Rays	•	
Refusal of suitcases and bulky luggage	•	
Mask and badge wearing check for each participant by our security agents	•	
Possible use of all entrances to facilitate the entry of participants - Place de L'Europe - Fort-Thüngen entrance 1 and 2	•	
Post at the reception by shift of minimum 04 hours during events	•	
Special device for deliveries / assembly in order to avoid too many round trips (measures control to be observed)	•	
Room equipment to allow videoconferences and streaming	•	
Creation of a professional webcasting studio at ECCL	•	
Adaptation of the event catering offer by Sodexo which complies with the requirements as promoted by the Luxembourg "Safe to serve" protocol	•	
Mandatory wearing of a mask when the guest is not seated	•	
Service must be seated (max 10 pers per table separated by 1.5 meters each)	•	
Wearing a mask is compulsory for service personnel	•	
Provision of hydroalcoholic gel	•	
Cleaning and disinfection of premises assigned to catering and banquets as well as kitchens	•	
Risk analysis taking into account the government measures in force		•
Appoint a hygiene manager (setting up a hotline)		•
Preparation of a schedule for assembly and disassembly in order to manage access to the site and on-site flows		•
Proposal for simple stands, faster to assemble and easy to clean		•
Warn any exhibitors that there may be no distribution of bags, brochures, gifts, etc. on the stands		•
Establish a pre-registration to reduce on-site contact		•
Adapt the number of participants to the event to the new capacities of the rooms		•
Provide a complete listing of providers and participants with full contact details in order to be able to trace a possible chain of contamination		•
Wearing a mask is compulsory for everyone (additional gloves for service providers during set-up and dismantling)		•
Reflection on removing unnecessary contact points		•
Streamline, as far as possible, the arrival of participants on site by using several entrances		•
Establish a count of participants		•
Enforce sanitary measures (see HYGIENE MEASURES)		•
Refer to the protocol in place on site in a suspected case		•
Verification, in the case of an event with a control room of an external service provider, of the social distancing		•
Preparation of an opening document for each event (organizers, service providers on- site)		•
Provide for the removal of all equipment following the event		•
Notify the ECCL team in the event of a known proven case after the event and follow the protocol in place		•



4, Place de l'Europe L-1499 LUXEMBOURG

T +352 43 02 57 751
M contact@eccl.lu

VIRTUAL TOUR
WWW.ECCL.LU

